

## **Booking Terms and Conditions**

### **5 St James Green, Southwold**

- **Contract of Hire**

The hiring contract is between you the hirer and the Owners of 5 St James Green and shall be deemed to be made subject to these Conditions of Hire. The contract is for the hire of the property for holiday purposes only.

- **Booking requests**

Booking requests received via the website, email, or on the telephone, will be held for 10 days. If the completed booking form and deposit have not been received during this time the booking will be cancelled.

- **Initial Payment**

Bookings will be confirmed in writing upon receipt of the required 25% deposit and completed booking form. If the booking is made within 8 weeks of the holiday commencement date the full rental amount is required.

- **Balance Payment**

The Balance of the Hire will be due for payment 8 weeks before the holiday commencement date. Receipt of the balance will be confirmed in writing or by Email. We reserve the right to cancel a holiday where full payment has not been received 28 days before the holiday commencement date.

- **Credit Cards**

Credit cards are not accepted. All payments should be made by cheque.

- **Confirmation of Booking**

Once a Confirmation of Booking has been issued the hirer is responsible for the total published price of the property.

- **Cancellation of Booking**

All cancellations must be immediately notified by telephone or in writing. Cancellation will be subject to full payment unless we are able to re-let the property. If that is possible the balance of your payment will be refunded. Cancellations within 8 weeks of the holiday commencement date will incur an additional cancellation fee of £25. WE DO NOT PROVIDE A HOLIDAY CANCELLATION INSURANCE, but would strongly recommend that you purchase one.

- **Party Numbers**

In **NO** circumstances may more than **5 persons** (excluding a babe in arms) occupy the property. We reserve the right to refuse admittance if this condition is not observed.

- **Hirer's responsibilities**

The hirer is responsible for the property and is expected to take all reasonable care of it. All equipment, utensils, etc must be left clean and the property must be left clean and tidy at the end of the hire period.

- **Arrival and Departure**

Rentals commence at 2.00 pm on the day of arrival, unless otherwise agreed, and terminate at 10.00 am on the day of departure. PLEASE VACATE BY 10 am ON THE DAY OF DEPARTURE so the cottage can be checked and cleaned for the new arrivals.

- **Short Breaks**

Short breaks where applicable can start on any day. You will receive full details, directions and key arrangements after you have paid the balance of the hire charge. **Please do not arrive early**, unless previously arranged, as time is needed to thoroughly clean the property between lets. We also ask that you leave the property by 10 am (unless previously arranged) on departure day for the same reason.

- **Linen and Towels**

Beds are made up with duvets and all bed linen is included in the holiday price. Towels are NOT included. Tea towels are provided.

- **Electricity and Heating**

Electricity and heating are always included in the rental cost, but the open fire in the living room may require logs to be purchased separately.

Appliances are not guaranteed in the event of a breakdown, but every effort will be made to remedy faults rapidly, this also includes electrical faults, plumbing faults and problems due to adverse weather conditions.

- **Damage**

All damages and breakages are the legal responsibility of the hirer and should be notified to the owners or the keyholder before the end of the holiday. Minor damage or breakages will not normally be charged but we reserve the right to charge bad tenants for extra cleaning, breakage or damage and at our discretion refuse future bookings. We also reserve the right to repossess the Holiday Home at any time, where the Hirer or any member of the Hirer's party has caused damage. There would be no refund of any remaining portion of the hire costs under these circumstances.

- **No Smoking**

We do not allow smoking in the cottage and would ask tenants to keep strictly to this rule, and ensure their guests also comply.

- **Pets**

Pets are not permitted in the cottage.

- **Availability**

In the unlikely event that the property is not available through events outside our control, then we would be forced to cancel the booking. The hirer will be advised as early as possible and all monies refunded. The hirer will not as a result have any other claims against the owners.